

July 10, 2019

Dr. Al-faith Ameen:

Thank you for contacting DFW Airport and expressing your concerns on behalf of The Association of Taxicab Operators. We have shared your letter with members of the DFW Airport Board.

More than one year ago, DFW staff presented the Board a comprehensive plan to upgrade and enhance Airport security and operational efficiency through reallocation of the curbside. As your membership will attest, there are more vehicles than ever accessing DFW Airport, creating unprecedented congestion near the terminals. There are millions of vehicles that crowd the terminal curbsides each year, forcing some customers to unload their bags or say goodbye to loved ones in the middle of active traffic lanes.

To improve safety and to ease the flow of traffic, we assessed multiple facets of the Airport operations to determine how best to utilize the lower level curbside for each terminal. We also evaluated customer trends and services that would create the least congestion or idling on the upper level. DFW staff from the Transportation Business Unit, the Department of Public Safety, Risk Management, Customer Experience and Communications developed the best solution, which was presented to the Board in Spring 2018. The plan includes taxi service being moved to the lower level, where there are taxi stands and other infrastructure already in place. DFW invested more than a million dollars to improve lighting, crosswalk safety and signage to ensure customers can locate and safely access taxi service to and from DFW.

The evaluation of the curbside also provided insights into meeting our customers' needs. Black Car services were identified as a product offered at other airports, and there was demand for the service at DFW. Our policies on the number of taxis or other transportation services at the airport align with the policies of our owner cities of Dallas and Fort Worth. To ensure operators are following applicable laws, we constantly monitor the curbs on both levels for solicitation and arrest individuals who are found to be soliciting.

Over the last year, we have actively communicated these changes to all transportation providers and our customers. Our feedback channels such as the ongoing customer satisfaction surveys and social media, have not indicated a decline in customer satisfaction because of the changes to the curbside or the related signage. We are confident that this allocation of the curb best meets the demands of our customers and improves the safety and traffic flow around the terminals.

Thank you again for expressing your concerns. We value the service you provide, and the Transportation Business team remains ready and available to work with you to deliver a world-class experience for our customers.

Sincerely,



Ken Buchanan  
EVP, Customer Experience & Revenue Management  
Dallas Fort Worth International Airport